

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Millennium Tool Inc

Indiana MEP Purdue Technical Assistance Program

Millennium Tool Inc.

Client Profile:

Millennium Tool, Inc. is a family-owned tool and die company located in Madison, Indiana. The company was established in 1999 with the goal of providing quality tooling, within a short time frame, while remaining cost competitive. Millennium Tool currently employs 21 people.

Situation:

Millennium Tool knew they had to streamline operations and create a quality control system to compete locally and globally. A key tool in that effort was to become certified in ISO 9000, a global standard for implementing system approaches to manage production, control costs and consistently deliver quality for the customer. Millennium Tool contacted the Indiana MEP Purdue Technical Assistance Program (Purdue TAP), a NIST MEP network affiliate, for assistance with systemic continuous improvement.

Solution:

Purdue TAP worked with Millennium Tool to develop an enterprise-wide continuous improvement system which aligned with the ISO 9001-2008 standards. A team guided by Purdue and led by owners Kyle and Cheryl Lyon collaborated to implement a new quality control system, retooled production processes, improved safety procedures and instituted a stronger employee training program. Purdue TAP also provided ISO internal auditor training that supported their continuous improvement efforts as well as prepared Millennium Tool for their ISO registration audit. As a result of Purdue TAP's assistance, the company was awarded a contract with a major Midwest appliance manufacturer.

Results:

- * Achieved ISO 9000 certification.
- * Reduced scrap by 25 percent.
- * Awarded new contract.
- * Achieved a more competitive and profitable position.
- * Created 21 jobs.

Testimonial:

"Our goal in partnering with Purdue was to outline ways to diversify our business during a sluggish economy so we were less reliant on the automotive industry and its cyclical nature. We also needed to position ourselves for winning federal government contracts. Today we have 13 employees on a team working on our first contract with major appliance manufacturer. Without the ISO 9000 certification and the training and assistance that the Purdue partnership provided, we would not have won that three-year contract."

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Kyle Lyon, President and Founder